



# Supportive Housing TRAINING CENTER

Your Source for Professional Development



2020 Fall Training Catalog

# CONNECTICUT SUPPORTIVE HOUSING TRAINING CATALOG

CSH offers the DMHAS Training Catalog to provide a wide-range of timely and relevant learning experiences for professionals working with single individuals and families in supportive and affordable housing. From live webinars, to custom trainings, we provide a range of solutions to meet your needs.

The trainings delivered provide an opportunity to learn with impact. We build your capacity to provide and deliver quality services and housing. With a focus on thriving we offer tools, trainings, and support that fit your needs and the needs of those you support.

Due to the onset of COVID 19, for the Fall Training Catalog, all trainings will be hosted virtually via CSH's online training format. Our hoping is to centralize all Catalog content in order to ensure a safe, robust and equitable learning environment. We are committed to evaluating our trainings to ensure they are meeting the needs of the Supportive Housing community. Please do not hesitate to provide feedback on your training experience so that we may continue to improve the process.

To learn more about how CSH can meet your individual, program and organizational professional development needs please contact Price-Taylor at [Monique.taylor@csh.org](mailto:Monique.taylor@csh.org) for more information.

## Purpose

This training initiative is an integral part of the Connecticut Supportive Housing Quality Assurance Program under the sponsorship of the Department of Mental Health and Addiction Services (DMHAS). This comprehensive curriculum offers trainings to support both supervisors and service staff in building the skills needed to provide high quality services in PSH including core competencies in tenant engagement and client-centered service delivery. Built on best practices in supportive housing service strategies, this curriculum provides supervisors and staff working in both scattered site and congregate PSH with the tools and skills they need to support and strengthen their work in providing services to both individuals and families with complex service needs who have experienced homelessness.

## Target Audience

Executive director, supervisor, case management and property management staff working in both scattered site and congregate DMHAS-funded supportive housing programs.

## In-Person Training

Interested in bringing one of our online courses to your site? We can develop and deliver training to meet your needs. Contact Monique Price-Taylor at [Monique.taylor@csh.org](mailto:Monique.taylor@csh.org) for more information.

## Overview of Courses

Trainings offered through this catalog will provide staff with a set of baseline tools and resources to strengthen their service program. **Once a course is completed it is not required to be taken again.**

There are a total of 14 instructor-led courses that are available to staff through this curriculum. **Six** of those courses are defined as **Core Courses**, which are denoted by an asterisk (\*) next to the training title.

All support service staff must complete five **Core Courses** listed below with supervisors completing an additional course titled “*Essentials for Quality Supervision in Supportive Housing.*”

### Core Courses

- Working in Supportive Housing: An Orientation for New Case Managers\*
- Principles of Motivational Interviewing in Supportive Housing\*
- Service Planning in Supportive Housing\*
- Addressing Substance Use in Supportive Housing \*
- Using The Supportive Housing Acuity Index 2.0: Taking A Deeper Dive\*
- Essentials of Quality Supervision in Housing: Leading Post-COVID 19 (supervisors only)\*

### Other Course Offerings

- Community of Practice: Case Conferencing in Supportive Housing
- Structure and Purpose of Home Visits with Supportive Housing Tenant
- Understanding Trauma and Trauma Informed Care: An Introduction
- Understanding Trauma and Trauma Informed Care: The Next Steps
- Race Equity Training: Interrupting and Redirecting Microaggressions
- Jail Diversion and Supportive Housing: Supporting clients with Criminal Justice Involvement
- Telehealth Case Management
- Understanding Grief and The Impact on The Supportive Housing Community



## Registration Information

Registration for all classes in this catalog will be handled through CSH's Supportive Housing Training Center. To register for a class, click on the link you would like to register for. You will then be brought to the registration login page for the webinar.

Certificates will be available to individuals who complete the training evaluation. This is a new requirement since we are providing the trainings virtually and signing in and out is not warranted. Please make sure to complete your training evaluation directly after the training or it will delay retrieving your training certificate.

You will be able to access certificate(s) through email. They will be directly emailed to you one week after the training pending your training evaluation has been completed.

## CSH Training Center Subscriptions

A subscription to the Training Center provides a full year of access to all courses in this catalog plus access to all our online training resources. Subscribers also receive discounts on signature training events and our annual summit.

Every year DMHAS providers are provided an opportunity to obtain this subscription is valued at **(\$425/year per individual subscriber)** at **NO COST!**

Previous subscription holders have to renew their subscription annually. Subscriptions are provided on a first come first serve basis. For more information please email Monique Price-Taylor for more information at [Monique.taylor@csh.org](mailto:Monique.taylor@csh.org)

To find out more visit [www.csh.org/training](http://www.csh.org/training).

## HOW TO REGISTER FOR A WEBINAR

### Registration Process

1. Click on the registration link below.
2. Click register in the top left corner of the screen.
3. Complete registration fields.
4. Click Submit.
5. On the day of the webinar click the link that was forwarded to you and log into WebEx 10-15 minutes prior to it starting.

### Americans with Disabilities Act (A.D.A.):

Any special accommodations needed at our classes must be requested by contacting Alice Minervino at 860.478.5363 [alice.minervino@ct.gov](mailto:alice.minervino@ct.gov) IMMEDIATELY UPON REGISTRATION.

### Registration Questions

- Having technical problems with CSH's Supportive Housing Training Center? Please email [training@csh.org](mailto:training@csh.org).
- Please read through this catalog in its entirety. If you have questions not covered here regarding registration, please contact Monique Price-Taylor at CSH by email ([monique.taylor@csh.org](mailto:monique.taylor@csh.org)) or telephone (860-560-0744 ext. 2701).
- It is important to cancel your registration if you can't attend a training as there will be people on the waitlist. If you do not cancel, it will result in an empty seat that someone on the waiting list could have used. To cancel your registration, log into your CSH Supportive Housing Training Center Account, find the training in your transcript, click "view training details" and select "withdraw." In addition, please email [training@csh.org](mailto:training@csh.org).
- If a training you registered for is cancelled for any reason, you will receive an email notifying you of the cancellation. See below for inclement weather procedures.

# SEPTEMBER 2020

## DMHAS Catalog Webinar Trainings

<b>Mon. September 14, 2020</b> <b>1:00 P.M.- 3:00 P.M.</b>  <b>Working In Supportive Housing: An Orientation for New Case Managers</b> <b>Core Course</b>  <p>This training will highlight the primary skills and knowledge needed to deliver services to tenants living in DMHAS-funded supportive housing in Connecticut. An orientation to supportive housing systems and to DMHAS guidelines and timelines will be provided.</p>	<b>Tues. September 15, 2020</b> <b>10:00 A.M.- 12:00 P.M.</b>  <b>Principles of Motivational Interviewing</b> <b>Core Course</b>  <p>Case managers are skilled in connecting supportive housing tenants with the resources and opportunities available in their communities. Yet tenants who are most in need of case management services are often the most reluctant or wary about accepting these services.</p> <p>Case managers can use Motivational Interviewing (MI) to improve tenant engagement and motivation to work toward their self-identified service plan goals. Workshop participants will learn to use MI principles and philosophy to enhance the motivation of supportive housing tenants.</p>	<b>Tues. September 22, 2020</b> <b>10:00 A.M.- 12:00 P.M</b>  <b>Service Planning for Supportive Housing</b> <b>Core Course</b>  <p>Helping tenants to develop meaningful goals and documenting progress toward achieving goals is a key part of supportive housing case management.</p> <p>This training will identify strategies and practices related to developing <u>measurable</u> goals and objectives.</p> <p>Participants will be given the opportunity to practice goal development and documentation of progress through interactive discussion and case studies.</p>
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### CLICK ON THE LINK BELOW TO REGISTER

<b>September 14, 2020</b> <b>1:00 P.M. – 3:00 P.M.</b>  <b>Registration Link:</b> <a href="#">Register Here for Working in Supportive Housing: Orientation for New Case Manager</a>	<b>September 15, 2020</b> <b>10:00 A.M. -12:00 P.M.</b>  <b>Registration Link:</b> <a href="#">Register Here for Principles of Motivational Interviewing</a>	<b>September 22, 2020</b> <b>10:00 A.M.- 12:00 P.M</b>  <b>Registration Link:</b> <a href="#">Register Here for Service Planning in Supportive Housing</a>
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# OCTOBER 2020

<b>Fri. October 2, 2020</b> <b>10:00 A.M.- 12:00 P.M.</b>  <b>Essentials of Quality Supervision in Housing: Leading Post-COVID 19</b> <b>Core Course for New Supervisors</b>  This training will highlight the primary skills and knowledge needed to deliver services to tenants living in DMHAS-funded supportive housing in Connecticut. An orientation to supportive housing systems and to DMHAS guidelines and timelines will be provided.	<b>Fri. October 9, 2020</b> <b>10:00 A.M.- 12:00 P.M.</b>  <b>Using The Supportive Housing Acuity Index 2.0: Taking A Deeper Dive</b> <b>Core Course</b>  This training reviews the new DMHAS Permanent Supportive Housing (PSH) Assessment and Acuity Index. These assessment tools offer case managers guidance in completing required service plans, including creating balanced caseloads and in identifying training needs for employees.	<b>Tues. October 20, 2020</b> <b>10:00 A.M.- 12:00 P.M.</b>  <b>Structure and Purpose of Home Visits</b> <b>Core Course</b>  The training will focus on helping case managers and supervisors understand the dynamics of a home visit including structure, boundaries and purpose. Safety considerations and examples of policies that protect both tenants and staff will be discussed.
<b>CLICK ON THE LINK BELOW TO REGISTER</b>		
<b>October 2, 2020</b> <b>10:00 A.M. – 12:00 P.M.</b>  <b>Registration Link:</b> <a href="#">Register Here for Working in Supportive Housing: New Case Manager Orientation</a>	<b>October 9, 2020</b> <b>10:00 A.M.-12:00 P.M.</b>  <b>Registration Link:</b> <a href="#">Register Here for Using the Supportive Housing Acuity Index 2.0</a>	<b>October 20, 2020</b> <b>10:00 A.M.- 12:00 P.M.</b>  <b>Registration Link:</b> <a href="#">Register Here for Structure and Purpose of Home Visits</a>

# OCTOBER 2020

**Mon. October 26, 2020**  
**10:00 A.M.- 12:00 P.M.**

## Telehealth Case Management

Providing telehealth allows providers the opportunity to reach more clients, expand their practice, and give more people access to various forms of care. The current pandemic has forced us to reevaluate how we ensure tenants receive adequate care and services in the midst of a crisis.

This training will review best practices for engaging with clients virtually and will discuss how to embed telehealth practices in supportive housing services.

**CLICK ON THE LINK BELOW TO  
 REGISTER**

**Mon. October 26, 2020**  
**10:00 A.M.- 12:00 P.M.**

### Registration Link:

[Register Here for Telehealth Case Management](#)





# NOVEMBER 2020

<b>Mon. November 2, 2020</b> <b>10:00 A.M.- 12:00 P.M.</b>  <b>Understanding Trauma and Trauma Informed Care: Introduction</b>  <p>The prevalence of traumatic experiences in the history of supportive housing tenants with addiction/mental health issues is extremely common, however, the impact of trauma can be difficult to recognize by service providers. This workshop will provide an understanding of the types of trauma, prevalence and impact</p>	<b>Fri. November 6, 2020</b> <b>10:00 P.M.- 12:00 P.M.</b>  <b>Race Equity Training: Interrupting and Redirecting Microaggressions</b>  <p>Implicit biases can impact our interactions with each other in many ways. One way that implicit biases can manifest is in the form of microaggressions.</p> <p>In this training participants will learn how to identify when microaggressions occur and how to embed micro-affirmations and additional strategies to redirect implicit bias behavior. Joins us for an interactive training that will provide an opportunity to recognize and address microaggressions with your team, and tenants.</p>	<b>Fri. November 9, 2020</b> <b>10:00 P.M.- 12:00 P.M.</b>  <b>Jail Diversion and Supportive Housing: Supporting clients with Criminal Justice Involvement</b>  <p>This workshop will provide an overview of the State of Connecticut Jail Diversion Programs and how Supportive Housing case managers can support clients when they experience an arrest or have ongoing legal involvement.</p> <p>The possibility of a successful legal disposition can be enhanced with support and access to resources making the partnership of Jail Diversion with Supportive Housing case managers important. Utilizing client case examples, the main focus will be on assisting clients in navigating their way through an arrest, what happens during an arraignment and how to support someone with an ongoing pre-trial case.</p>
<b>CLICK ON THE LINK BELOW TO REGISTER</b>		
<b>Mon. November 2, 2020</b> <b>10:00 A.M.- 12:00 P.M.</b>  <b>Registration Link:</b> <a href="#">Register Here for Understanding Trauma and Trauma Informed Care: Introduction</a>	<b>Tues. September 15, 2020</b> <b>Fri. November 6, 2020</b> <b>10:00 P.M.- 12:00 P.M.</b>  <b>Registration Link:</b> <a href="#">Register Here for Race Equity Training: Interrupting and Redirecting Microaggressions</a>	<b>Fri. November 9, 2020</b> <b>10:00 P.M.- 12:00 P.M.</b>  <b>Registration Link:</b> <a href="#">Register Here for Jail Diversion and Supportive Housing: Supporting clients with Criminal Justice Involvement</a>

# NOVEMBER 2020

**Fri. November 13, 2020**  
**10:00 A.M.- 12:00 P.M.**

## **Understanding Trauma and Trauma Informed Care: The Next Step**

What can I do next? This is a common question following an understanding of trauma. This workshop will help workshop participants to identify simple and practical ways to provide trauma informed care to supportive housing tenants. This will include the difference between basic skills such as grounding and safety planning and providing therapy.

**Tues. November 17, 2020**  
**10:00 A.M.- 12:00 P.M.**

## **Addressing Substance Use in Supportive Housing Core Course**

This training provides background information on substance use and explores associated behaviors that threaten housing stability.

The session will review strategies for tenant engagement and working to build motivation for change within a Housing First program. Worker and tenant roles will be defined.

The training will include: emerging issues in substance use, reducing risk and optimizing outcomes for people who use and/or abuse substances, motivational interviewing/harm reduction techniques to support the recovery process, and strategies to support lease compliance and teach tenancy skills.

### **CLICK ON THE LINK BELOW TO REGISTER**

**Fri. November 13, 2020**  
**10:00 A.M.- 12:00 P.M.**

## **Understanding Trauma and Trauma Informed Care: The Next Step**

### **Registration Link:**

[Register Here for Understanding Trauma and Trauma Informed Care: The Next Step](#)

**Tues. November 17, 2020**  
**10:00 A.M.- 12:00 P.M.**

## **Addressing Substance Use in Supportive Housing**

### **Registration Link:**

[Register Here for Addressing Substance Use In Supportive Housing](#)

# DECEMBER 2020

**Mon. December 7, 2020**

**10:00 A.M.- 12:00 P.M.**

## **Understanding Grief and The Impact on The Supportive Housing Community**

This training will focus on how to manage loss and bereavement under this current crisis. Our usual ways of grieving are disrupted in this time and how we support both residents and staff look very different while in this crisis. Please join us for this conversation as we navigate these emotional and challenging times. The loss of a resident can have a profound impact on fellow residents, staff and the community. This webinar will explore the impact of expected and the stages of grief, sudden losses of tenants, and how to best support tenants and staff and how to acknowledge the loss of a resident in your residential projects.

**Tues. December 15, 2020**

**10:00 A.M. -12:00 P.M.**

## **Community In Practice: Case Conferencing**

This session is designed to provide a forum for frontline workers and supervisors to discuss the implementation of techniques designed to motivate participants for change. Using a case review outline, programs participating in the session will be invited to present a person they have been working with that they are having difficulty helping to move forward. Each participant group will also be asked to present a study of a participant that is moving forward. The presentations will be discussed, and suggestions and resources offered. A short orientation to motivational techniques will be offered in the beginning of the session.

### **CLICK ON THE LINK BELOW TO REGISTER**

**Mon. December 7, 2020**

**10:00 A.M.- 12:00 P.M.**

#### **Registration Link:**

[Register Here for Understanding Grief and The Impact on The Supportive Housing Community](#)

**Tues. December 15, 2020**

**10:00 A.M. -12:00 P.M.**

#### **Registration Link:**

[Register Here for Community In Practice: Case Conferencing](#)

## TRAINER BIOGRAPHICAL INFORMATION

**Kyle Barrett**, is a data-oriented project manager with extensive experience in quality improvement, program evaluation, and service delivery analysis. Currently a Program Manager with CSH's New England office, Mr. Barrette is responsible for managing multiple projects relating to Supportive Housing quality assurance and quality improvement, data reporting and benchmarking, and fostering racial equity within CSH supported projects. He earned his bachelor's degree in Sociology and master's degree in Social Work from the University of Connecticut.

**Danielle Ebrahimi**, LPC, is a Behavioral Health Clinical Manager with the Department of Mental Health and Addiction Services. She is responsible for the Jail Diversion Programs. Jail Diversion is a Statewide program which is designed to improve community access to services for adults who are involved in the Criminal Justice System and also have Behavioral Health needs. She has extensive management experience and history working with clients in the community, courts, DOC, probation, parole, and managing high risk situations.

**Alice Minervino** is a Behavioral Health Program Manager for the Department of Mental Health and Addiction Services, in the Housing and Homeless Services Unit. Her duties include statewide oversight of the Projects for Assistance in Transition from Homelessness (PATH), Homeless Outreach, quality assurance and oversight of all state administered HUD funded Rental Assistance (formerly Shelter Plus Care) programs, state funded Housing Assistance Fund (formerly Bridge), and the statewide training of supportive housing support staff.

**Saba Mwine**, (She/Her/Hers) has over 16 years of experience spearheading projects throughout the nation that measure, investigate and enforce equal access to housing based on multiple protected classes. Saba has played numerous roles from project designer and civil rights investigator to management consultant and educator. Since starting with CSH in July 2017, she established CSH's first racial equity initiatives via fundraising, designing grant programming, developing and delivering training content and guiding community initiatives. Saba is also a professional actor and theatre arts professor and is committed to using arts as a tool in healing racial trauma and shaping community spaces

**Monique Price-Taylor, MS**, is a Program Manager in the New England hub office of CSH, Corporation for Supportive Housing, located in Hartford, CT. Monique is responsible for supporting program implementation related to all activities within the New England hub as well as providing project-level technical assistance to partners currently operating and/or creating new permanent supportive housing. Current projects include: Connecticut's DMHAS Supportive Housing Quality Initiative, the Collaborative for Race Equity, and designing targeted trainings.



**Eileen M. Russo, MA, LADC**, has worked in the addiction and mental health field for the past 25 years. She is a licensed addiction counselor, a certified clinical supervisor and a certified co-occurring disorder professional. Her experience includes developing and serving as the clinical director for programs that serve clients with mental health and/or substance use disorders.

**Andrea White, LMSW**, has 30 years of experience in providing programs to the most vulnerable homeless individuals and families. Using lessons learned from her experience in street outreach, shelter, transitional housing and permanent supportive housing projects Andrea has provided training and technical assistance to look at the system of care for homeless people and people with disabilities. In the last five years Andrea has worked extensively with community based projects to integrate Evidence Based Practices into their work. She has also worked on the development of the Supportive Housing Tool Kit for SAMHSA.

**Whitney S. Wilfred, LCSW**, is a therapist who understands that healing is never a “one size fits all” process. ***If you’re tired of climbing alone, then you’ve come to the right place.*** Climbing Out Solutions, you will find a genuine walking partner on your road to healing. Whitney is a Licensed Clinical Social Worker who specializes in working with adults in recovery, specializing in dual diagnosis, mental health, and substance abuse. She has served a varied and diverse population in the Greater Hartford area in a range of various clinician capacities. She is experienced in providing individual counseling, family sessions and recovery group facilitation, developing behavior plans, working with parents in Planned Placement Team Meetings (PPT), and advocating on behalf of clients with the Department of Children and Families. Whitney holds a Master’s in Social Work from Springfield College, and a Bachelor of Social Work from University of Saint Joseph (formerly Saint Joseph College). She is experienced in using a diverse range of modalities and systems to support individuals through their recovery journey, and promote healthy family cohesion. Whitney practices utilizing a client-centered and ecological perspective methodology **Let’s climb together.**